Issue 105: INSIDER'S EDGE: Time Travel in Maryland Health Connection

Dear Marge,

I hear it is possible to time travel using Maryland Health Connection! Is this really a good idea?

--Adventurous in Allegany County

Readers familiar with the butterfly effect will know that time travel can have unforeseen consequences, so it's best used sparingly! The same is the case when it comes to time traveling in Maryland Health Connection (HBX).

Seriously though, while time travel in the traditional sense isn't possible using Maryland Health Connection, assistance workers do have ability to "back-date" an application in the worker portal. Most workers should **never** back-date an application.
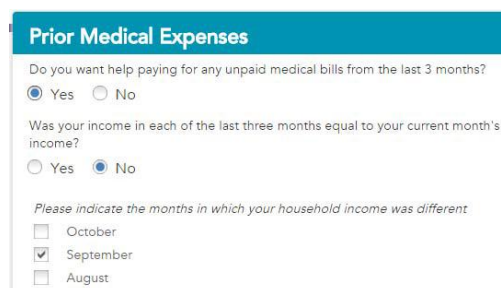
The Exceptions: These Probably DON'T Apply to You

For most workers, there's only one reason to back-date an application in the worker portal. When a paper application is entered in the system, the worker should use the date on the paper form rather than the date of entry as the application date. Super users may also need to back-date applications to execute certain overrides.

When an application is back-dated in the HBX and the consumer is found eligible for Medicaid, the assistance worker should verify that the coverage start date reflected on Screen 1 in MMIS matches the date listed in the HBX. It can take up to four days for coverage information to appear in MMIS after an application has been completed in the HBX.

Retroactive Medicaid: Do NOT Back-Date That Application!

It might sound like an easy fix, but back-dating an application is NOT the appropriate way to qualify a consumer for retroactive Medicaid.

Consumers can qualify for up to 3 months of retroactive Medicaid coverage using Maryland Health Connection. However, consumers must indicate they want to apply for retro when they submit their initial application. Consumers cannot go back and make this selection by editing their application once it has been submitted. Consumers who forget to check this box off and submit their application will need to contact the Call Center. Workers should escalate these issues to the Override Team using their standard operating procedure.

Feel like time traveling? Check out back issues of Medicaid Marge here. Questions? Send them to dhmh.medicaidmarge@maryland.gov.